



Division of Ratepayer Advocates

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Press Statement

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DIVISION OF RATEPAYER ADVOCATES COMMENTS ON PUC COMMISSIONER GRUENEICH'S BILL OF RIGHTS PROPOSAL

SAN FRANCISCO, January 25, 2006 – Dana Appling, Director of the Division of Ratepayer Advocates (DRA) at the California Public Utilities Commission (PUC), today issued the following statement in response to PUC Commissioner Dian M. Grueneich's alternate proposed decision on the Telecommunications Consumer Bill of Rights.

"I thank Commissioner Grueneich for placing this proposal before the Commission. It offers consumers real protection, including requiring a 30-day return policy for cell phones and disclosure of key terms and conditions at the point of sale. In addition, we are especially happy to see the provision that requires carriers to provide contracts in the same language used to make the sale. This is extremely important in a state where more than 40 percent of the people speak a non-English language at home. Although I commend President Peevey's proposed decision for putting necessary and long overdue focus on consumer education, Commissioner Grueneich's alternate proposed decision would not only educate but also empower consumers by arming them with actual rules that can be enforced. DRA is the voice of the consumer at the Commission, and as such, I urge the Commissioners to adopt Commissioner Grueneich's proposal, which offers actual rules that consumers can utilize and enforce for their own protection."

DRA is an independent division within the PUC, statutorily mandated to represent the interests and advocate on behalf of ratepayers of regulated public utilities.

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